Tenney Service

Salem Number

SEPTEMBER, 1914

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Panorama of the Salem Fire of June 25, 1914, showing Salem Electric Plant standing unharmed in the wake of the flames.

TENNEY SERVICE

Vol. I Boston, Mass., September, 1914 No. 9

SALEM ELECTRIC LIGHTING COMPANY

By S. Fred. Smith, Manager

IN THE Fall of 1880, nearly thirty-four years ago, a number of the most prominent and enterprising tradesmen in Salem became interested in the "new" light that had then been recently tried out in Boston and recognizing the need of something better than that which they had been using in their stores, formed a corporation with $10,000.00 capital to produce and furnish electric light for their buildings and were able to interest a few other storekeepers in their new venture.

It is understood that this Company was the third one in Massachusetts to receive its charter for doing electric lighting business.

At that time knowledge of electrical matters was most limited and the necessary material for operating a plant successfully were unknown. The first plans that were carried out and which formed the nucleus of the present company, consisted of a small arc lamp machine of not more than ten lamp capacity and this machine was belted to a small upright engine of about thirty-five horse power operated from the boilers used for heating purposes in the basement of the department store of Almy, Bigelow & Webber.

The type of switchboard and the style of wiring used were most crude in construction and the wires leading to their customers were mostly run on building roofs, etc. The service required the operation of the "Plant" only from dark till nine o'clock five days in the week and up to ten o'clock on Saturdays.

The original dynamos were of the type long since discarded and not till the adoption by the company of the machines made by the Thomson Houston Co. did the service reach a reasonable degree of satisfaction.

The exact date of the first installation of arc lamps for city street lighting cannot now be recalled, but it consisted of an order for five or six arc lamps, one or more years after the lamps had been tried out in the stores.

Up to this time no incandescent lamps had been brought out nor had the idea of electric power been thought of. The organization of the operating department consisted of a Superintendent, whose duties varied from the running of the dynamos to the purchase of supplies, trimming lamps, making out bills, and collecting the accounts, as well as soliciting new business, and the hours covered from early morning till late at night.

It is remembered that much discussion ensued and opposition shown by some of the Directors of the Company when it became necessary to operate the machinery on Sunday evenings to supply service to those stores needing it at that time. The original Directors of the Company consisted of Chas. H. Price, President; H. M. Batchelder, Treasurer; Messrs. B. W. Currier, Wm. G. Webber, I. P. Harris, G. M. Harris and Z. A. Gallup, who continued as Directors for many

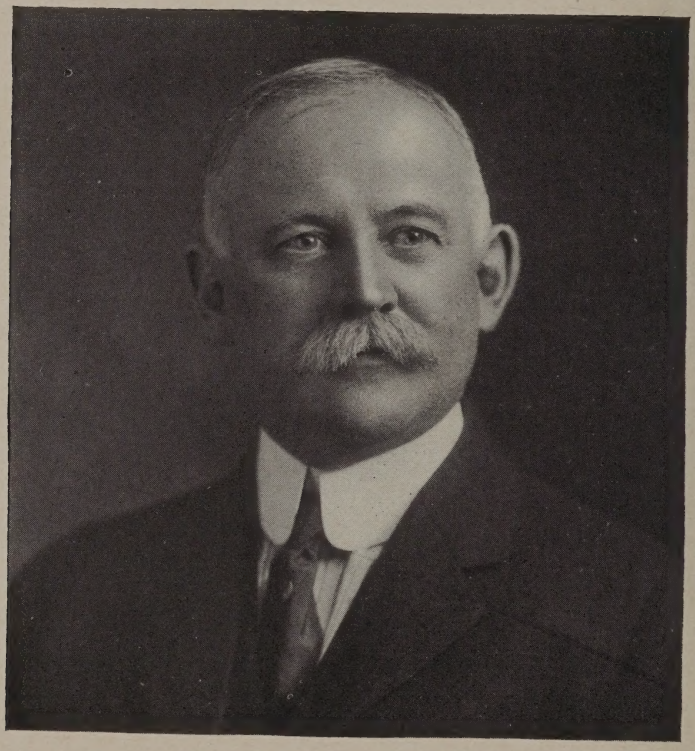
years. The first break in this list came after several years of successful operation and Mr. Wm. G. Webber's place was taken by Mr. S. F. Smith, now Manager of the Company. The remaining Directors continued in office till death separated them from the Board.

At the time of the taking control by Charles H. Tenney & Company, in 1910, Messrs. Chas. H. Price, President; H. M. Batchelder and G. M. Harris were still Directors.

The rapid development of the business soon compelled the seeking of a new location for its operating station and early in 1889 property along the South River was secured and what was termed "The Model Station" was constructed and featured by the engineers of the Thomson-Houston Co.

The operations of the Company have always proved successful and a favorable record has been the result.

Step by step the newer inventions and improvements in the art were adopted and at the time that the Tenney Company took over the property the plant was considered of high character in development and condition.



S. Fred. Smith, Manager Salem Electric Lighting Co.

Upon accepting the plant, the Tenney Management have carried out to even a higher degree of development the many services that had already been started and new and advanced ideas were immediately put into action, so that today, this plant of but such humble origin, stands as one

of the substantial structures that make up the Tenney organization and the fact that not even a conflagration can wipe out its existence testifies to the substantial and far-sighted treatment that has been applied by this ownership.

Some of the employees are yet on our rolls who were employed by the Company at the time this set of buildings were built and while they may appear old to the younger generation, they are yet young in their desire to serve with the same fidelity and courage that have been theirs in the past.

THE NIGHT OF THE SALEM FIRE

By George F. Heustis, Superintendent,
Malden Electric Company

TO give a description of the night of the Salem Fire, so that one not there would fully realize just what happened and the awfulness of it all, is beyond the power of any man. It was "hell".

I have no idea of time that night. Things happened so fast, that all mention of time in this article is only approximate, but will serve the general purpose and the story at best, will only be an outline of what I saw and assisted in doing.

At four o'clock in the afternoon I was in Malden and heard about a Big Fire in Salem. Being unable to get that city by telephone, I started at once by automobile to ascertain if we could serve them in any way. E. A. Harris, our office manager, accompanied me.

When we were near Salem, it was very apparent that the reports received were not at all exaggerated, and I should say, at that time, about one half of the total burned area was then in flames. The policemen stopped us near the Normal school, where we left the automobile and proceeded down Lafayette street on foot, running most of the way. It was then about five o'clock.

The main rush of the flames had not then reached Lafayette street, but as we passed, we could see the side streets, toward the railroad track, in a roaring flaming mass. Sparks were flying to the other side, and probably at this time, there were many small roof fires started down towards the water front.

Arriving at the office of the Salem Electric Lighting Company, we found Messrs. Manson, Sargent and Gidney of the Boston office, already on the scene and directing affairs at the plant. The officials and men of the local plant were busy at their homes about this time, caring for their families and belongings. It later proved that sixteen men of this Company lost all that they possessed.

Just at this time, everything looked favorable for the section about the station. We prepared for the worst, however, and under the direction of Mr. Gidney, everything was stored away in the vault and current records were removed from the building to a place of even greater safety. We had no sooner accomplished this, than the wind appeared to shift and the flames were upon the office building and everybody was ordered from the premises by the police. Most of them took refuge in the station.

I was up in the switchboard room when Fred Kingsley, the operator, looked out of the window and saw the roof of his home on fire. I immedi-

ately relieved him so that he might go to his family who were still in the house.

I stayed at the switchboard until the station was closed, at about 7:30.

Somewhere around seven o'clock, the roofs of the houses in Peabody street, caught fire from sparks. We started a line of hose from the station and attempted to put them out, but even then, the water pressure had become so low, that the men were unable to do much and the plan was given up. It was only a short time after this, that the whole of Peabody street was in flames, and it was at this time, that the poles carrying all of the circuits from the station, burned, and compelled us to shut down the plant.

The people living on this street took what belongings they could get and stored them in the station yard. As the fire approached, we had great difficulty in getting them to leave for a place of safety. They seemed possessed to remain and watch their goods. It finally became necessary to drive them away, the same as you would drive cattle.

One little story will perhaps show how they worked to save a few of their goods. I was in the garage yard trying to get the people out. I will admit I was using some pretty strong language. I had to. The yard was clearing when a little girl, perhaps five years of age, and her younger brother came up to me crying and said—"Please, Mister, don't make us go away—my Mama is over in our house trying to get out two trunks." I asked her where her house was. She started on a swift run and I followed to a narrow passage between two houses already in flames. There, I found the mother tugging away at two trunks. She was almost exhausted..

I finished the trip with the trunks and put them in the garage, telling the little family to run as fast as they could over Union bridge, which they did, and I never saw them again. No doubt every man in Salem that night had an experience similar to this.

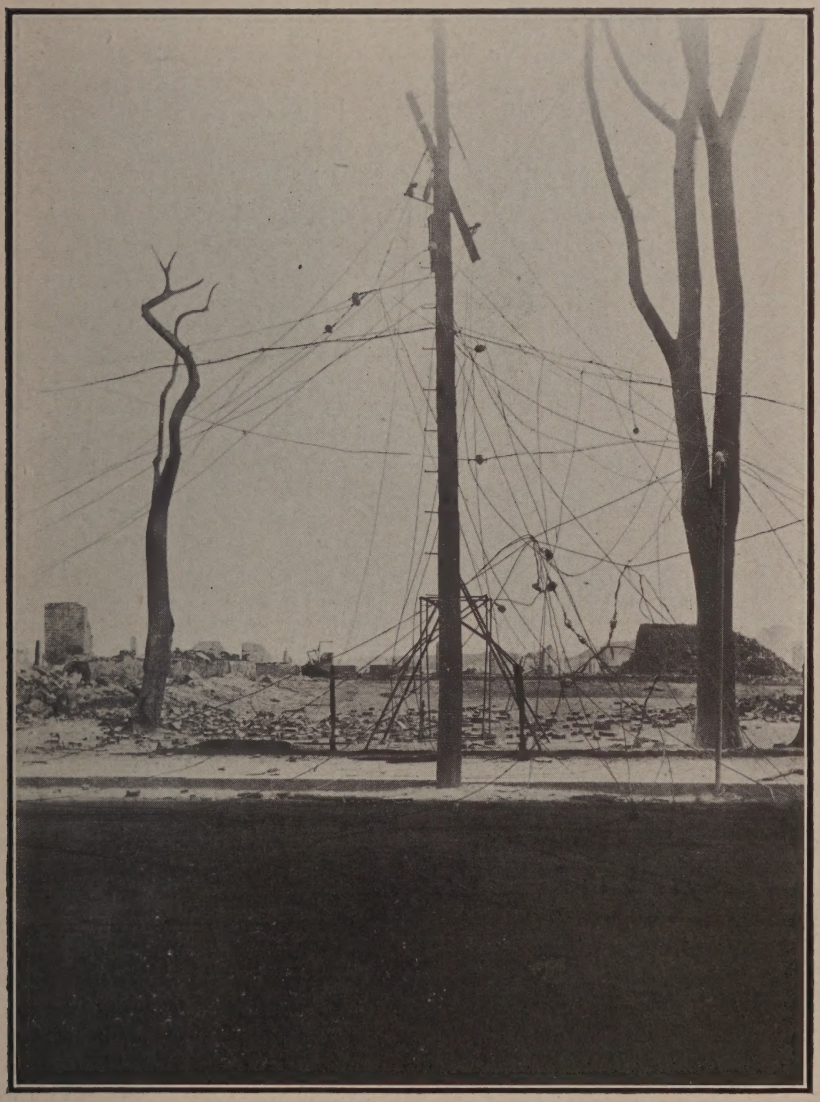
With the yards cleared and gates locked we directed our attention to the station property. Lines of hose were then run from the stable and station and we attempted to thoroughly soak the stable, carriage shed and material stored in the yard which included all the cable for the underground, and a good stock of hard pine poles. The heat was so intense, that it was almost impossible for a man to stay out in the open. I tried it but had to put water on my arms and face, then run for cover.

There were about twenty people in the station, employees and refugees. Some were busy closing all windows and doors, while others were making an escape across the South River by boat.

When the building was closed and all had arrived on the other side in safety, except two, as was then supposed, the police boat came up the river. An officer came ashore to see that the building was cleared. He found Regan, First Assistant Engineer, and me, just closing the last boiler room door. By the way, he was an acquaintance, so we told him of our intention to remain. He left, saying, if we wanted to cross later, to signal him and the boat would come back. As soon as he left, we turned back into what we supposed was an empty building, only to find Joseph Veil, a Fireman for the Company, coming toward us. He informed us that he had been closing up the top windows of the boiler room.

We then turned about to see just what our position was and what work we had to do. We went out into the garage, when who should appear but E. A. Harris. He had been dispatched by Mr. Manson to return to the station and request us to leave. After placing wet blankets at the doors we made up our minds to go—and went to the boiler room with that intention. I

opened the door and closed it again and forbade any one to leave. Outside was a roaring furnace, and it would have been suicide for anyone to venture out. When Harris came back for us, he brought with him the owner of the boat, so that now there were five of us in the station to take chances with the elements, as follows: Harris of Malden, William O'Regan, Joseph Veil, and the young man who came over with Harris, his name I do not know, and myself.



In the Path of the Flames

Our first job was to get some light.

We made temporary connection from main switch of the steam exciter to the station lighting panel. This enabled us to use electricity throughout the night. We then connected three lines of hose; one in the garage and two in the engine room. There were several small fires started in the garage from sparks which came in through the cracks between the doors and door casings. We were busy at odd work all during the night. To enumerate all of the incidents that happened, would be impossible. There was something doing every minute. I remember finding Regan with the wooden door into Peabody street, open just enough to get the nozzle of the hose through, playing on the door. It was on fire and was burning fast.

I might say that the pressure on the city water system was now down to 7 lbs. by guage in the station.

The heat was terrific and the smoke suffocating. I have no idea of what the thermometer registered—suffice to say, it was "hot." It must have been somewhere between midnight and one o'clock when I thought I would take a chance and see what it looked like outside. I went to the boiler room door facing Lafayette street and threw the latch. I had no sooner done this, than I found myself lying flat in the middle of the floor. The wind pressure against the door was so great that when the doors were freed, they opened with such force as to throw me, but the breath of good fresh air more than paid me for the bump. I called to the other fellows and we all stood in the door-way enjoying the cool wind which came from the unburned part of Lafayette street down the river. At frequent intervals we would get a blast of hot air that would drive us back.

The sight that met our gaze was one hard to realize. Where the stable had been, there was an empty space. The office building was nothing but bare brick walls. The huge piles of lumber which were across the river were nothing but smouldering piles of ashes. All of the buildings from Peabody street toward South Salem, as far as the eye could reach were in ruins. I ventured around the back of the station. Our coal crusher and the conveyer into the bunker were all burned and a slight fire had started in the bunker. The great mills of the Naumkeag Steam Cotton Company were just starting to burn around the wooden coping. This was the only building that I saw burn. All other buildings were standing when we shut ourselves in, and burned when we could not see out.

When we did get out into the yard the people on Lafayette street called to us, asking if we were all right. Finally, a fireman made his way through the heated ruins to us. He had a perilous trip but made it all right. Some time after this Harris made his way out and went to Malden. Veil and the stranger with us, also left as soon as they could, safely.

A little later when I was out on the dock watching the mills burn, I turned to the boiler room and saw a man just coming in who looked familiar. It proved to be Mr. A. B. Tenney. He had walked down through Peabody street braving the heat of the pavements, to find out the condition of the station which had stood throughout the night in a battle with the flames. I say the pavements were hot. They must have been, for only a short time before I had turned a line of hose on the street and the water became steam the instant it touched.

After this we had numerous visitors. Among them: Mr. Campbell of the Edison Company of Boston He had come to offer assistance. He later took Regan and went foraging for food. It was while they were gone that the flag idea struck me and not knowing where the large station flag was, I took a small flag from Mr. Smith's auto and lashed it to the

halliards, running it to the top of the flag pole. They must have seen it on the street for the spectators cheered and three steamers working at that point blew their whistles. We later, put up the big flag. These flags show in some of the earlier fire pictures.

While Mr. Tenney was there, we arranged our requirements in the line of material, men and trucks to take up the work of rebuilding the lines, etc. I understand when he got to a telephone about three in the morning, the wires were hot for some time. At any rate, everything began to arrive about eight or nine o'clock and the work began. How it progressed, and what was accomplished, you have all heard from other sources. Everybody worked, and worked hard.

We stayed in the station that night not knowing but that something might happen where immediate attention would save a considerable loss. Whether anything happened or not, is a question that cannot be answered.

There was only one time when I thought about our safety and that was when there were a number of explosions directly across the street. The question of a hot air explosion in the station came to me. Beyond that, I had the utmost confidence in the building.

In writing this article, I trust that the too frequent use of the personal pronoun will be overlooked, for there were five of us working, and I don't propose to take any more credit or criticism for what was done, than the rest of the fellows.

THE SALEM CONFLAGRATION

By S. Fred Smith, Manager

JUNE 25 1914, will ever be remembered by the present generation and by generations to follow as one of the most eventful days in the history of Salem and from which date a new Salem will arise from the ashes of its former self.

Little did we think that our fair city would be ever visited by such a calamity as has fallen upon us in the recent conflagration which destroyed 1500 buildings, nearly ten million dollars worth of property, including nearly one-third of the city's area and about one-third of the property valuation of $37,000.000.00.

In a fair sized factory building located on Boston Street, nearly opposite Bridge Street, and about a mile from the business centre, and which building has for years been used for the manufacture of leather, the fire began about 1.30 p.m. and before the fire department reached the scene of the fire the entire building was in flames. One alarm after another was sounded on the fire alarm until the entire fire department of the city was on the scene and help summoned from all the surrounding cities and towns.

The day was one of unusual clearness, with just enough wind blowing to make a warm day comfortable, and it had been selected some time previously as the day for the first field day of the combined Suburban and Salem Companies. Late in the forenoon all of the employees of both Companies who could be spared from their regular duties were transported to Suntaug Lake in Lynnfield where the program of the day was being carried out, when, just before dinner, which had been planned for 3 o'clock, word reached the management that a general alarm had been sounded for a fire in the western part of Salem.

Immediately and without waiting for further information the Manager's auto was headed for Salem and the distance of say six miles was covered in about eleven minutes. No sooner had we reached the fire than it was realized that most serious consequences might be in store for the city, and our Company's interests, and while the immediate demands of the situation had been well taken care of by those of the men who had remained on the job, it was thought wise to recall those who were at the outing, for not only might they be needed for service, but in order to reach their own homes before the fire destroyed all that they had. Notwithstanding their prompt return many of our employees had barely time to reach their houses before everything they owned had been burned by the terrible onrush of the flames. Sixteen of the Company's employees lost all or nearly all of their property, some of them saving only the clothes that they had on at the time.

In a few cases the men could not leave their positions at the Station to go to their homes and after the Station had been shut down it was too late for these men to save a thing.

Early during the fire those circuits that led into the fire area were shut off, but the fire spread with such rapidity and extended so widely that sometime before the fire reached the Station it became advisable to shut off all circuits, as the poles and wires were falling into the streets endangering the public.

During the early stages of the fire and because of the direction the flames were travelling no thought was given that the fire would reach our plant, so that no early preparations were made for saving this part of the Company's property.

From the point of beginning, which was more than a mile from the Station, the fire travelled in a southeasterly direction which if continued would have carried it well outside the Company's Station property, but during the progress of the fire, the wind changed so that the direction of the fire was northwesterly leading directly toward our Station property and sufficiently extensive in area to include the office and every other building of the company. The first of our buildings to catch fire was our brick office building on Lafayette Street, which was the first in the path of the flames. This was a modern structure built about six years ago and contained not only the local accounting and public offices of the Company, but the rear portion was devoted to stockroom purposes, and in the basement the Company's supplies were stored. This building with contents was entirely destroyed as was also several of the Company's smaller wooden buildings next adjoining that were used for storage purposes and formerly as our stable. Next came the fire-proof Station of the Company which for a time during the height of the fire, seemed sure to be demolished, but because of the intelligent foresight of the management in the construction of a fireproof building, our Station, including the engine and dynamo room and switchboard room, as well as the boiler rooms and electric garage, came through the fire practically unhurt, and had it not been for the destruction of our outside lines continuous service would have been furnished, to those of our customers outside of the burned area even throughout the height of the conflagration, and during the time of the burning of our other buildings.

The entire area around our Station, composed of high wooden buildings is now a barren waste of debris.

The most serious item of loss the Company sustained, for the time being, was the destruction of our coal handling apparatus, but this did not hamper seriously our operations as plans were immediately instituted for firing the boilers by hand, so that

customers' service could have been furnished if the wires leading from the switchboard had been intact.

After the destruction of our smaller buildings the fire continued to the adjoining property of the Naumkeag Steam Cotton Company, our largest customer, completely demolishing their plant and ended only when the fire reached the water's edge and there was nothing further to be consumed.

The work of rehabilitation of our lines was commenced before the fire was out, even while the pavements were hardly cool enough to walk on. During the progress of the fire word was sent to our executive officers and through them, word was passed to the other nearby companies under the Tenney Management, who immediately came to our help and in very many ways ably assisted, by their experience and organization, the local management, in the re-establishment of our service. The work of re-construction was carried on day and night till every customer was served and then the work was turned over to the local management to be coninued.

The losses to the Company consisted in the destruction of over 700 meters, indicating the number of our customers burned out. Of this number 73 were power customers with an aggregate of about 3200 horse power. The wires and poles of the Company were destroyed in every direction there having been 110 transformers and more than 500 poles located in the streets, completely destroyed. Just previous to the fire, materials had been received and were stored on our property for immediately placing cables underground in the ducts which had been constructed some time previously. This material was entirely consumed and must be re-ordered before this important work can be carried on.

A new office was immediately established at 72 Washington Street, nearly opposite the City Hall, where the Manager and the Accounting Departments are located. By this arrangement the public is well served and very many favorable comments are heard as to the Company's policy of opening an uptown office for the benefit of the public.

Owing to our having a physical connection with the town plant in Peabody, which circuits were constructed in August of last year for supplying that town with service when their Central Station was burned, many of our customers had nearly constant lighting service. Limited service from our Station was supplied at eleven o'clock in the evening following the night of the fire and from that time on, circuits were re-run and our entire service completed wherever needed within 48 hours. During this time gangs of men were reclaiming the Company's property throughout the burned area.

In order that the work should proceed systematically, temporary quarters were established on the Company's premises for housing and feeding the workmen. By so doing a very necessary oversight could be maintained and the greatest efficiency realized. Another most important matter planned by the Executive Management was the welfare work of taking care of our workmen who suffered the loss of their homes and in some cases everything they owned but the clothes on their person.

The scenes during the fire were indescribable—persons moving in every direction laden down with their personal belongings and not knowing where to leave them as they had no shelter or means to provide any. Here is where the City and State carried on its work of caring for these unfortunates which in such times of trouble proved to be a godsend.

The local management and employees are most appreciative of the efforts of our member Tenney Service

Companies in so promptly and generously coming to our relief. While the needs of the unfortunate people have been attended to for the time being the seriousness of the situation may yet be reflected in the future as soon as severely cold weather is upon us.

Until the factories and manufacturing corporations are re-established, giving employment to those helpless workmen, the hardships of this community are many, but much has already been done in this direction. Until this new condition is realized the income of the Company must be effected, but ere long, the local company will reap the harvest that the new conditions will establish by having a more modern Salem and one adapted to use our service much more generally than could be expected of it before.

RESTORING SERVICE AFTER THE SALEM FIRE

By Harry Kingsley, Superintendent,
Salem Electric Lighting Co.

BEFORE attempting to tell the story of the line re-construction made necessary by the great fire, it may be of interest to describe the lines as they existed previous to the disaster.

Briefly, they consisted of eleven arc circuits, ten single phase commercial circuits and five three phase power circuits, making in all 57 wires and cables. These left the station in three different directions, but by far the greater number were carried on a single line of 50 foot poles, leading from the east end of the station to Peabody street, then back across the company's property west of the station to Lafayette street.

Long before midnight on June 25th, all three of these lines were down, a tangled mass of scrap, with here and there a charred pole stump rising a few feet above a crumbled curbstone.

Toward the center of the city the nearest pole left standing was 900 feet away, while in the opposite direction toward South Salem the wreckage extended for over half a mile.

One arc circuit was completely destroyed, the territory which it had supplied having been entirely burned over. This was also true of two of the power circuits.

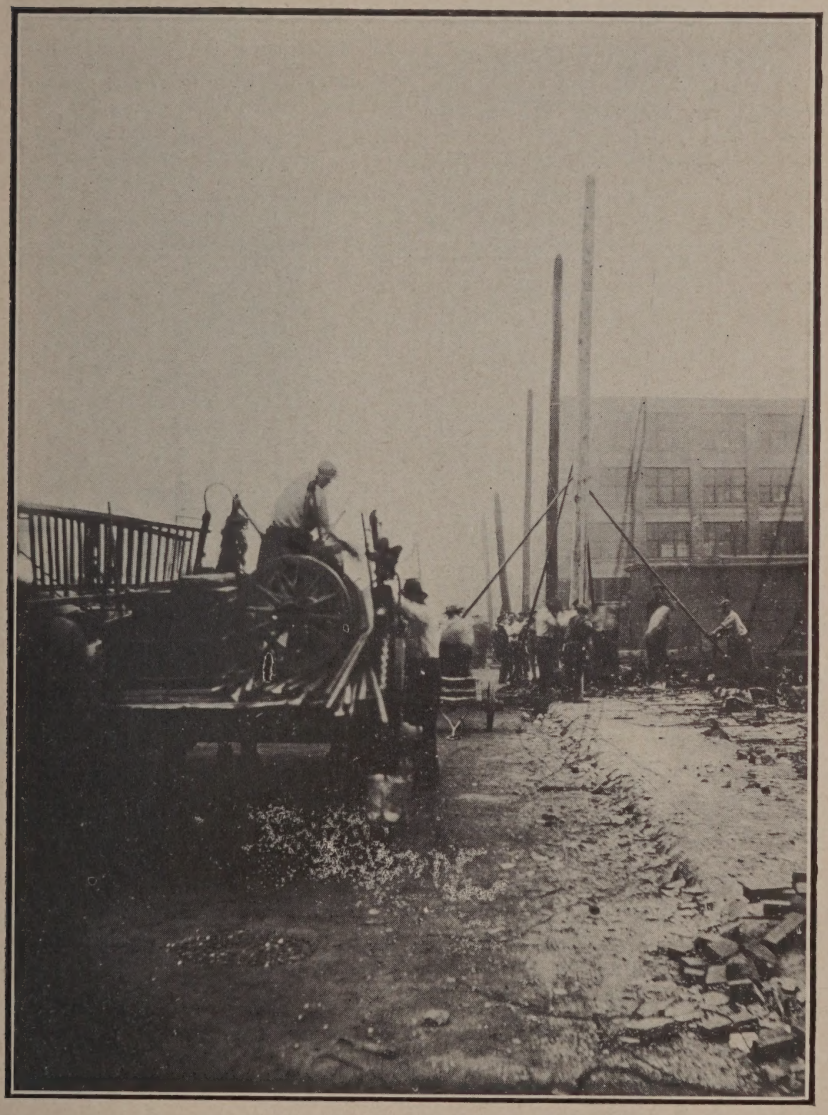
These circuits supplied two of our largest power users, one the Naumkeag Steam Cotton Company and the other the Massachusetts Broken Stone Company. Both of these plants, together with all other places supplied by these circuits were in ruins.

To make matters worse every pole in stock had been consumed in the pole yard. The stock room, barn and sheds, containing wire, cross arms, tools and stock of all kinds were gone. In fact there was nothing left to go to work with, the men in some cases having even lost their belt tools.

However, while the fire was still burning the Executive Officers had grasped the situation and were busy ordering supplies and men to Salem and early on the morning of June 26th, poles, arms, wire, tools and men were arriving in the station yard.

No effort was made to restore the two smaller pole lines, as there was nothing left in the territory supplied by them to need our service. The main line which crossed the company's property was left to be cleared

up later and a new line of 35 foot poles started straight out Peabody and Lafayette streets to reach the Salem. Others were set at work rebuilding the lines on Derby and Charter streets, toward the east.



Restoring the Lines

end of the burnt district toward the north.

Another crew was started building a line out Lafayette street to South This was some distance from the station, the fire at this point having worked back and destroyed several hundred feet of our lines beyond a

section which had escaped the flames.

Still others were busy in the northern and western section of the city making connections with the Town Plant at Peabody and in this way obtaining current on the day following the fire for two arc circuits, two commercial lighting circuits and enough three phase power to supply the immediate needs.

Heavy teams were procured and laborers employed to clear the streets of all property belonging to the company. These were sent out in different directions each in charge of some regular employee.

Other linemen were making a complete circuit of the burnt area, picking up the loose ends of primary circuits, closing and cutting over arc circuits and making things generally safe before connections were completed near the station in order that no accidents should occur when current was turned on.

So well did everyone enter into the spirit of the work both regular and emergency men, that before midnight on June 26th, five commercial lighting circuits, together with six arc circuits were running and most of the important power customers were receiving service.

The following day, June 27th, the greater part of the remaining circuits were started and within a short time everyone desiring service had been connected.

Within 24 hours of the day of the fire a call came from the military authorities that we must light the refugee camps. These were all located a mile from the station and all in different directions.

Temporary Installation of Arc Lamps at Refugee Camp, Forest River Park

At the largest of these, 13 poles had to be set and 12 arc lamps hung, with incandescents in the tents. At another seven poles were set, at still another, the Hospital Camp located on a rocky headland at the Willows, where poles could not be set, secondary wires were laid along the ground for over 1,000 feet. These camps

were all lighted on or before Saturday night.

A Commissary and Housing Department was established in the station yard. A larger tent with tables was provided where meals were served to the men and temporary voting booths were borrowed and erected with cots for sleeping quarters.

It would be interesting to know if possible just how many extra men were working the first few days following the fire. This may never be known exactly, but it is safe to say there were at least 150.

A fine spirit of loyalty and cooperation was shown all through the work. The splendid assistance given the Salem Company by the employees from the various other plants will never be forgotten by the local force. In this connection let us mention the work of Mr. John West, who left nothing undone that could be done for those employees whose homes had been destroyed, and Mr. George F. Heustis, superintendant at Malden, who put in several hard days and nights. Mr. Heustis took charge of rebuilding the lines in the vicinity of the station and the work at the larger camps, leaving the writer free to direct matters in the various other parts of the city. Also Mr. Sternberg, who worked early and late, furnishing food and amusement for wet, tired and hungry men. There were many other hard workers whose efforts were thoroughly appeciated.

Showing Temporary Poles Set Before the Ground Had Cooled

The quick recovery made by the Electric Lighting Company was a revelation to the people of Salem and a wonderful demonstration of the ability of Tenney Service to do things.

It is extremely doubtful if any company operating alone could have restored service in so short a time and while our organization arose splendidly to the occasion, may it never again be called upon for a like service either here or elsewhere.

WELFARE WORK AT THE SALEM FIRE

By R. G. Cushing, New Business Dept.,
Charles H. Tenney & Co.

WHILE the Salem fire was still raging, Mr. A. B. Tenney gave instructions to lend every possible assistance to the homeless employees of the Salem Electric Lighting Company. This work was immediately begun under the personal direction of Mr. John West, new Business Manager of Charles H. Tenney & Company.

It was found that 16 employees, representing in all about 60 people, had lost their homes and practically all they possessed. While these men were straining every nerve to restore electric service to the city, some having worked over forty-eight hours without sleep—the welfare department was busy making provision for their homeless families.

The relief work was started at once, an automobile having been alloted for this purpose. The first thing done was to house the families of the burned out employees. Every effort was made to provide for the families of all the men who were working and to this end, considerable financial assistance was lent to the needy. The work in connection with all this received the personal attention of Mr. West, who was almost continually on the ground from Friday morning to the following Wednesday.

When the temporary relief work had been accomplished, further welfare work was turned over to the local Tenney Service Girls' Club, under the direction of Miss Andrews, who conducted it very efficiently.

All the properties managed by Charles H. Tenney & Company responded to the needs of the homeless employees with the true spirit of Tenney Service. In addition to some thirty-eight barrels and large boxes of wearing apparel that were contributed, some sizeable checks for money were offered. The Tenney Service Girls' Club assisted in the distribution of these offerings.

The company's legal services were tendered to the employees for settling their insurance matters. The employees also received insurance for the personal property which they lost in the office and stable of the Salem Electric Lighting Company that was burned.

TENNEY SERVICE

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Tenney Service In An Emergency

An Editorial by D. Edgar Manson, Vice President, Salem Electric Lighting Company

THE Salem fire subjected Tenney Service to a severe emergency test. We have had examples of Tenney Service accomplishments along constructive or offensive lines and in minor emergency cases incidental to our business routine. Here was a test of Tenney Service emergency or defensive possibilities on a very large scale. How did it acquit itself and what was the controlling element in its ability to successfully meet the situation?

If we are to believe the comments of the press, Tenney Service acquitted itself admirably and accomplished much more than the public had reason to expect under the circumstances. In this issue the story of the difficulties encountered and what was accomplished is told in detail.

To our minds the principal element of Tenney Service ability to meet this situation was "preparedness." The truthfulness of the old adage, "An ounce of prevention" has been well demonstrated. Tenney Service had "prepared" the Salem station to withstand a conflagration. Tenney Service had created an organization and this organization had "prepared" itself so that when the test came it was equal to the emergency. The stitch had been taken in time. This "preparedness" of the organization was not brought about by any direct study to meet these particular conditions. It was an unknown quantity, but unknown only because no opportunity for its demonstration had presented itself.

Every member of Tenney Service by his loyal co-operation with fellow members of his own organization has unconsciously assisted in

the fostering of that spirit which resulted in the "preparedness" necessary to meet successfully this great test. To certain individuals, who, at great risk to themselves, protected the Company's property and subsequent to the fire worked untiringly to re-establish service, much credit is due; but credit is also due every member of Tenney Service who has by loyalty to Tenney Service principles unconsciously assisted in this great work by helping to establish this "preparedness."

WAR

IN ORDER to stigmatize war it is not necessary to make a slavish plea for an inglorious peace, but to consider an ugly remnant of barbarism in the light of modern civilization.

War is becoming the least popular of all human pursuits, particularly among those who are obliged to endure its privations and horrors. Unfortunately for those who would play at the game of war, the man who works with his hands is beginning to think with his head, and is inclined to assert his natural right to die a natural death.

To-day a great war develops three armies—an army of soldiers, cripples and mourners. All the ancient glory of war has been banished by expert mechanics. The later-day engines of destruction are so horribly efficient that no human being can draw a faithful picture of modern warfare. When two well-equipped armies, led by trained experts in the science of war, meet in battle, all the storied horrors of Hell fade into nothingness. General Sherman said that war was Hell, but that dictum, in the light of recent events, is altogether too moderate. Compared with modern warfare Hell, in spite of its climate, seems to have much the best of it.

The descriptions of modern battlefields have sent a shudder through the civilized world. Thousands of human beings meet together for the settled purpose of killing. They are shattered by shells, mangled by bayonets, hacked by sabres, crushed by carriages and trampled by horses, all of which presents a picture that is distinctly barbaric.

But the picture is incomplete as we have not touched upon that other and more pathetic side, of the drawn and wistful faces of those who wait at home for tidings of the battle, of the streaming eyes when the news arrives, of the sick and crippled who struggle back to their people, nor of that great army of mourners whose faces are darkened by the shadow of imperishable grief.

From the tears, tortures and taxes created by the bloody mouth of war, may the good Lord deliver us.

All things considered the greatest evil that can be entailed upon mankind is a state of war. It is true that thus far in the history of the world the path of civilization has been blazed with the sword, but it has been a path strewn with human agony, and to-day a cry of protest is going up all over the world against the practice of war, except as a last resort.

This is not a plea for peace at any price. Tyranny is worse than the bayonet, bondage is worse than the sword, and if blood is the price of liberty then the price must be paid in full, but we should set our faces sternly against war as the sport of kings or as the game of selfish politicians, and the coming race of statesmen should be made to ex-

haust every resource before they turn human beings into beasts of prey.

THE MESSAGE TO GARCIA

ONCE UPON a time Elbert Hubbard wrote an essay entitled "A Message to Garcia." It tells the story of an army officer named Rowan who was ordered to take a message to the Cuban General Garcia, whose exact whereabouts at the time was unknown. Garcia was somewhere in the Cuban wilderness surrounded by hostile Spaniards and the errand given to the messenger was one of extreme difficulty and hazard.

Rowan's instructions were very simple. "Take this message to Garcia," he was told, and there his instructions ended. He was landed on the coast of Cuba at night-fall and disappeared in the tropical jungle. After enduring heart-breaking hardships and dangers he finally found Garcia, delivered his message, returned to his country and found himself famous.

Rowan was a man of courage and resource. He had been taught to think for himself and his superior officer, knowing his worth, trusted him. He was not hobbled with instructions. He was given a difficult mission, and the details of its performance were left to his own discretion.

Rowan was a remarkable man, a rare man, perhaps, but the man who gave him his instructions was rarer. How many men are there who are competent to develop a man like Rowan? How many employers are there who teach men to think and act for themselves? How many employers teach their subordinates the importance of getting a thing done in the simplest and most economical way, consistent with the dispatch and accuracy?

Too many executives want their own way because they think it is the only way. They tell a man to attend to an important piece of work and then they tell him how to do it down to the minutest detail. They hamper him with instructions, until he has lost his power of initiative and when the job is done he takes no pride in it. He has had his inborn desire for creative work instructed out of him.

Rowan was a great man, but the man who sent him on his mission was greater. He was a born master of men.

FLABBY OPTIMISM

A CELEBRATED man is quoted as saying "I find everything and everybody in the universe good and beautiful."

A man who gives birth to such melodious drivel does as much harm as the malignant pessimist who sees nothing but evil and whose influence upon humanity is like that of the spider or the rat.

When a man says that he finds everything and everybody in the universe good and beautiful, he is either slobbering to order or else his cranium is filled with mush. He does harm because he influences weak minds with his ecstatic imbecilities and excites an injurious wrath in people who are endowed with common sense.

A sensible man is able to discern the realities of life. He perceives the existence of evil and learns to fight it or avoid it as occasion requires. He also perceives that the bulk of mankind is good and that the universe is a temple of beauty, a beauty that exists in innumerable forms, a beauty that was created for the joy and consolation of mankind.

Every sensible man enjoys the good in the world and fights evil as the strength is given him. He does not

blow bubbles which end in a spatter of suds but faces the realities with cheerful courage. He does not blind himself to the existence of such evils as murder, slavery, robbery, lying, prostitution and scores of other crimes, but hates them as much as he loves the good in life.

No man can understand the proportion of good and evil in the world until he learns to think, and, until he has acquired the power of logical thought, he will speak a flabby optimism or croak a dismal pessimism, while the man with the sense of proportion will accurately gauge the good and evil in life and in so doing leave the world a little better than he found it.

"Woe unto them," saith the Prophet Isaiah, "that call evil good, and good evil," and those who would prattle of these things should remember the words of the sage, "It is as needful to know evil as good for who may know what is good without the knowledge of what is evil."

SUGGESTIONS FROM AND FOR A SOLICITOR

By S. D. Hanbridge,
Malden & Melrose Gas Light Company

RECENTLY while a superintendent of one of the large department stores in Boston was giving a talk to a class in salesmanship, he was asked what should be a salesman's ideal.

"There is only one ideal" he replied, "and that is a satisfied customer." It seems to me that this ideal should properly apply to us as solicitors, yea, to any public utility enterprise as a whole. This is conceded by some of the foremost public utility promoters to be the only policy to pursue in order to insure a steady, healthy, growth in business. Aside from commercial reasons it is the right and proper thing to do in my judgment. No attempt will be made to dwell on the various methods and suggestions as to how to secure new business regarding which much might be said, but rather confine ourselves to some comments on this ideal.

Now to the point: What may we or should we do, as solicitors to do our part in carrying out this ideal?

(1st.) We should be patient and courteous with our customers at all times. Of course, nobody denies the wisdom of this, but we need to be reminded of it from time to time. How much business is lost and unkindly feeling is entertained against a company on account of discourtesy shown on the part of its representatives. How often actual experience has proved this to be true.

(2nd.) A thorough knowledge of our business. This implies a knowledge of all the various gas appliances both for domestic and manufacturing purposes, their cost, details of operation, a knowledge of the principles governing combustion, heat units, and ability to determine the right appliance for the right place etc. For example can you point out a remedy for a faulty circulation in a hot water system? The N. C. G. A. "Utilization of Appliances" course make this latter point quite clear by the way, and would suggest that any solicitor who has not taken this course, to do so.

(3d.) We should always strive to be perfectly fair and above board in our dealings with our customers; to be sure and do them justice in so far as in our power lies. Ability is splendid, but mere ability coupled with low moral standards is abominable.

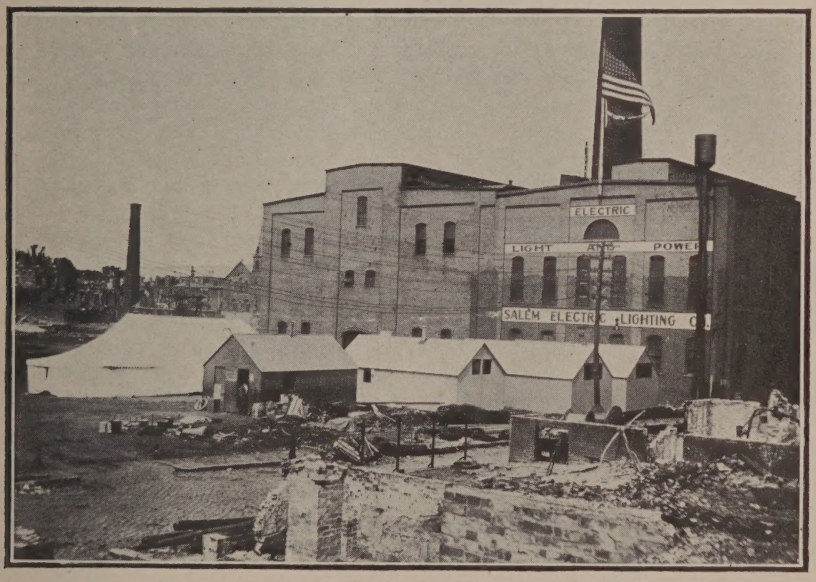
THE PURCHASING DEPARTMENT AND THE SALEM FIRE

By G. A. Rust, Asst. Purchasing Agent,
Charles H. Tenney & Co.

IN common with other departments in the Executive Office, we did not learn of the serious conflagration at Salem until late in the afternoon on Thursday, the 25th of June.

We made many conjectures as to what the following morning would bring and during the night, the awful situation developed that a fire—equal, if not far worse, than that of Chelsea—was raging, with the certainty of destroying, in addition to homes and industries, many of our lines, our office building, stable, storage rooms and, in all probability, the station itself.

How the building, with our important equipment for the generating of electricity, was saved is told elsewhere in this magazine; but do all of us know that the Purchasing Department arranged for the first buildings that were erected in Salem after the fire?



Portable Houses Pressed Into Service—the First Buildings Erected in the Burned District

When we arrived at the office on Friday morning, it was not known definitely whether or not the station was destroyed; and we were much relieved when telephone communication was established between the station itself and our offices by a request from F. C. Sargent, Engineering Manager, for one or two small, portable houses, some cot beds and their equipment of bed clothing, pillows, etc.

We thoroughly canvassed all available sources without locating houses such as were required for immediate delivery, when we ascertained that portable voting booths might be obtained from either the cities of Boston or Lynn.

Getting into communication with the proper authorities at the Lynn City Hall brought forth the information that we could have two portable houses, used by them as voting booths, as well as a couple of men familiar with the manner in which they were assembled.

In arranging for their transportation to Salem, we were met with an offer from the Shipping Department of the General Electric Company's River Works at West Lynn to loan us two of their five ton electric trucks, with drivers and helpers, to convey the houses from their storage quarters to Salem.

These houses were 30 feet long by 13 feet wide, had floors, weather-tight roofs, wiring equipment ready to install electric lights, and when "knocked down" each of them fully occupied the two trucks.

The first house arrived at Salem at 4 P. M., on Friday, June 26th, and erection was started immediately. Another was brought over from Lynn and erected by midnight, and two more on Saturday, the 27th—making a conspicuous group, standing as they do immediately in front of the station along Peabody Street—and without doubt, these were the first buildings put up in the burned district.

If the houses had been expressly built for our use after the destruction of our former quarters, they could not have been better suited for temporary stock room, sleeping quarters for the emergency linemen called into service, and an office for the department heads at the station. The City of Lynn is making no charge for these buildings, which may remain in our possession until October—when they will be returned for use during the Fall election.

Friday afternoon, we began to purchase equipment for immediate delivery at the temporary office on Washington Street; and by reference to our puchase records, we were able to supply without delay, from various sources in Boston, desks, chairs, tables, typewriters, filing equipment both for correspondence and card records, an Addressograph with its accompanying Graphotype to make the addresses themselves and other furnishings and office apparatus—duplicates of their predecessors which were either wholly destroyed or damaged beyond further use and hopelessly showing here and there amongst the ruins of the office building.

We met with speedy replies to our requests for urgent deliveries from all concerns with whom we placed our orders, and then turned our attention to the requests coming to us for printed forms and miscellaneous office supplies, such as pens, pencils, rubber stamps, a set of calculating stamps for use in making up customers' bills, autographic registers, waste baskets, and the numerous articles incidental to office work.

It is needless to say that our activities were almost wholly devoted to supplying Salem with all of these items and from that time on, we gave preference to the purchases for the Salem Electric Lighting Company.

Then we commenced to receive "Follow" requisitions, principally from the Malden Electric Company and the Suburban Gas & Electric Company, to furnish them with stock to replace that which they had sent to Salem to supply the demand for poles, wire, tools and other material used for construuction work—as the Salem storekeeper found himself without supplies of any nature whatsoever.

We duplicated letters of instruction for the purchase, by means of local orders, of material on account of con-

tract; sent out many requests for catalogs to replace those destroyed by the fire; and prepared copies of Purchasing Department Orders, where necessary for the local office at Salem to check invoices and record the shipments received.

These unusual demands upon our department added greatly to the large amount of detail incidental to purchasing for our associated companies, as practically all of the emergency orders were placed by telephone and confirmed later by our formal orders.

This made the month an exceedingly busy one—our records showing that more orders were placed during July than for any one month since August, 1911.

REVERE'S SHARE IN THE RESTORATION OF LIGHTING AND POWER SERVICE AFTER THE SALEM FIRE

By I. H. Sternberg

EARLY on the morning of June 26th, so early that the milkmen were still making their rounds in a haze crimsoned by the sun not yet risen above the horizon, Manager Chisholm, of the Suburban Gas & Electric Company, in person and by telephone, began arousing the men who were to become units in the scheme of rebuilding the electric lighting and power service in the fire devastated City of Salem, a scheme which in its results seemed barely credible to those who could not have learned, and did not understand what Tenney Service meant.

To Manager Chisholm was given the task which Napoleon considered the essential in all of his great undertakings; that of supplying the material wants of the men who were to do the actual work of rebuilding the lines.

At 4 o'clock the men had begun to assemble at the station in Revere, and in a very short time a crew of linemen under the direction of Nelson Sweeney, with tools and material were on their way to Salem. The writer, with H. M. Frank, both of Revere, and Willard Miller, of Malden, were detailed to look after the Commissary Department, with carte blanche to get what was necessary and to remain in Salem as long as their services were needed. All of the men had more or less experience in preparing or serving food for large numbers, the writer having been chef for the Local Club for five years, Frank an ex-quartermaster Sergeant of the Coast Artillery, and Miller as assistant to a prominent caterer.

In conjunction with the Manager, telephone orders were placed in Boston and Lynn for supplies which were to be started for Salem as soon as they could be put up. These orders included fifty gallons black and unsweetened coffee, five hundred sandwiches, two cases Van Camp's beans, a case of evaporated milk, twenty dozen rolls, twenty loaves of bread, twenty pounds of butter, a case of tomato catsup, two bunches of bananas, a box of oranges, and other necessaries for the table.

It was but a few moments after 6 o'clock when Manager Chisholm's auto swung into Lafayette Street, a scene of utter desolation. On all sides were the still blazing ruins of the splendid residences which had once lined this street. From every cellar not choked with debris there spouted a stream of fire and one of water, the

first marking an open gas service and the latter a water supply, and the sidewalks and roadways in many places were a veritable tangle of fallen trees, wires and charred poles. In the very midst of this wilderness of ruin was the only building in that section of the city which had withstood the fierce onslaught of the flames —the Salem Electric Light Station, from the roof of which floated an American flag.

Rapidly as the run was made, the commissary was on the ground but a short interval when the linemen from Revere arrived and they were followed in rapid succession by crews of linemen from Malden and the nearest available points. Being first on the ground the setting of the first poles and the running of the wires fell to the Revere men, but so quickly did the others respond that by noon-time fully eighty were at work. It was for these early arrivals that provision had to be made, because not a single man of them all had stopped for food when the call to report for work was received.

With no available gas, coal, wood or stoves of any description which could be utilized at once and apparently no facilities for preparing hot food for the men, the problem which confronted the Commissary Department seemed a difficult one, but necessity, which is the mother of invention, and a brood of expedients, solved it. There was steam in the boilers in the boiler room, and with the help of Assistant Engineer Brown and some scrap pipe, a steam cooker was improvised. The matter of dishes and cooking utensils gave no bother at all, as these had been taken from the kitchen of the Suburban Gas & Electric Club and were sufficient for the wants of the first morning meal. Tables and chairs were also taken from the club-room, although it was necessary to augment the supply of dishes, tables and cooking utensils from other sources as the number to be fed increased.

Suburban Gas & Electric Co. Manager's Automobile Used by Commissary Department

To facilitate the delivery of such things as were needed in the Commissary Department an automobile was assigned with Walter Chisholm of Revere as chauffeur, and it was of vast benefit in getting supplies expeditiously. This car bore a large

banner with the inscription: "TENNEY SERVICE—COMMISSARY DEPARTMENT" and this line proved an open sesame though the military lines drawn about the burned district.

At 9 o'clock our supplies arrived from Boston and Lynn, and simultaneously came the first of the relays of linemen for something to eat and drink. This meal continued through the morning as crew after crew came upon the scene, but every man was not only substantial food, but hot food, and a continuous diet of steam heated canned goods, even though it consisted of the always delectable Boston baked bean, could not be considered, so there was nothing left to do but extend and elaborate the steam cooker already at work in the boiler room of the station.

Breakfast having been satisfactorily disposed of, the matter of a hot dish for supper was considered, and a fish

Messrs. Frank and Miller Operating Steam Cooker Improvised by the Commissary Department

cared for and fully satisfied. In the meantime efforts were made in every direction to secure an out-door cooking outfit or camp kitchen. None could be had from any of the nearby military posts, as the men at Fort Banks and the forts down the harbor were about to begin tours of duty and it was out of the question to expect to get one from the state militia for obvious reasons.

It was absolutely necessary to provide the men who were working long hours under high pressure with chowder was decided upon. No difficulty was apprehended until the preliminary of a real chowder—the frying of the pork—was brought to mind. But this, too, was overcome. A portable forge found in the rear of the boiler room, a tin pail and Harry Frank turned the trick, although just how he worked the blower, held the pail on the blaze, stirred the pork and kept it from burning without assistance is still a matter of conjecture. Fifty pounds of fish, a bushel of potatoes, a peck of onions and sixteen

quarts of milk were required to make this chowder, and it was pronounced far superior to Thackeray's famed dish of bouillabaisse by those who know. And in passing let it be said that this same chowder will forever occupy a niche in the culinary hall of fame as having been the only one to have been prepared by means of a 700 horse-power boiler and a portable forge.

Hot food in abundance was served every day thereafter and as there were no regular meal hours, owing to the exigencies of the occasion, food was being served as the men came in and went out from 3 o'clock in the morning, when the first crew began, until 10 P. M. when the last one quit work. This continued until Sunday night. More than four hundred and fifty meals were eaten each day by the linemen, those about the plant and the soldiers and sailors who were detailed for guard duty about the property of the company and on the numerous teams and automobiles carrying supplies and line material. Oranges, bananas, pipes and tobacco were furnished ad libitum, and by the quantities consumed were greatly appreciated. Fifty gallons of iced lemonade and ten gallons of hot coffee were always on tap, as the city water was scarce, warm and dirty.

The menu served from Friday until Monday morning, when the emergency men turned their work over to a caterer, was as follows:—

Lunch Hour at the Commissary Department—
Chef Sternberg in Rear of Centre

Friday—Boiled ham, coffee, doughnuts, cheese, fruit.

Friday Evening—Fish chowder, bread, rolls, butter, coffee, fruit, etc.

Saturday Morning—Beans and tomato sauce, bread, rolls, doughnuts and coffee.

Saturday Noon—Beef stew, bread, rolls, coffee, etc.

Saturday Evening — Ham, beans, bread, rolls, coffee, fruit, etc.

Sunday Morning—Hot fish balls, ham, beans, bread, rolls, etc.

Sunday Noon—Roast beef, brown gravy, mashed potatoes, pie, watermelon, coffee, etc.

Sunday Night—Cold roast beef, hot frankfurts and potato salad, bread, rolls, coffee, etc.

Monday Morning—Corned beef hash, rolls, coffee, fruit, etc.

The appearance of baked beans on the tables at almost every meal was by "special request" because nearly every one of the men was a native-born bean eater and those served were exceptionally tasty. The et ceteras which appear above naturally refer to the condiments which are usually served with certain dishes.

And while all of the men from Revere were greatly pleased with the unlooked for but substantial recognition of their services, they felt doubly repaid in being included in the kind words of commendation in the following letter from Vice-President Tenney to Manager Chisholm:

July second,
Nineteen Hundred Fourteen.

Mr. C. F. Chisholm, Manager,
Suburban Gas & Electric Co.,
Revere, Massachusetts.

My dear Mr. Chisholm:—

I cannot find words to express to you and to your men my gratitude for the support extended to the Salem Electric Lighting Company during its recent hour of need. The splendid way in which you all responded to this call for help, thus enabling the Salem Company to make prompt renewal of its service to the public, reflects great credit on all. I wish that you would kindly make it a special point to thank all the Boys for me, telling them that I am heartily pleased with this exhibition of loyalty, faithfulness and co-operation.

Very truly yours,
(Signed) A. B. TENNEY,
Vice-President
CHARLES H. TENNEY & CO.

The Commissary Department is under great obligations to Manager Smith and every employee of the Salem Electric Lighting Company, who although worn out from the labors of the day and night previous, were always ready to give assistance when their own work gave them a moment's respite, and the writer is under special obligations to Mr. Miller and Mr. Frank who so ably seconded his efforts to care for the workmen and to the boys from Revere who on Sunday came to see the ruins, but took off their coats and helped serve the meals.

THE PRESERVATION OF THE SALEM RECORDS

By Herbert A. Gidney, Auditor and Asst. Treasurer, Charles H. Tenney & Co.

THE SALEM fire coming so unexpectedly on a day when almost the entire force was away on an outing, we are indeed fortunate in having saved practically all of the vital records.

During the fire when it seemed certain that the entire building was to be destroyed, we decided to take no chances with the vault (which we did not expect could withstand the intense heat) and through the aid of Mr. King of the Peabody Plant, who offered the use of his wagon, we were successful in transferring to the Town Hall in Peabody all the active commercial customers' and general financial records. The balance of the

records was stored in the vault and for the most part went through the fire.

For the first two or three days after the office was burned, the vault was so hot that it was not possible to touch it. During these few days delay, smoke issued from the top of the vault door and this did not add a great deal to our condition of mind, knowing,, as we did, that many valuable records had been placed there for protection. Finally, after playing the hose on it for hours and with the timely aid of a good rain, an expert was able to effect an opening. We found on the right hand side of the vault that the heat had ignited the wooden partitions and some employees' clothing, burning up through two shelves and destroying all of the records thereon. On these shelves unfortunately, was the record of discontinued Accounts Receivable, which ledger was practically destroyed. The other records consisted mostly of transfer accounts and were of minor importance. The fire, of course, blackened everything in the vault, and, together with the intense heat, practically ruined the records, except for occasional reference purposes.

This vault was of ordinary brick construction, in two sections, upper and lower. The upper vault had two steel doors, an 18 inch air space between, and was lined with wooden shelving. The lower vault door was of wood covered with tin, and, strange to say, the records in this section went through the fire with little or no damage.

Auditor Gidney Superintending the Opening of the Vault After the Fire

The correspondence, orders, meter and transformer cards, and some of the old vouchers which were stored in filing cabinets (some wood and some metal) in the office, were entirely destroyed. The stock cards containing

a record of all the materials and supplies on hand had been placed in the vault by the Storekeeper and these were saved and furnished the record from which the insurance claim was adjusted. The excellent condition of these stock records, accurate and up-to-date as they were, reflects great credit upon the Storekeeper.

A careful inventory of the records destroyed by fire satisfies us that we shall be able to carry on the business of the company with little or no confusion. We have already made up the record of discontinued Accounts Receivable from various sources.

The destruction of the office made it necessary to immediately establish an office for the transaction of the Company's business. During the night while the fire was in progress, representatives of the Company went about the city looking for a favorable location and finally located a vacant store at No. 72 Washington street, which appeared to be satisfactory for a temporary location. After considerable effort the agent was found and arrangements were made for looking at the store in the morning.

These negotiations were being carried on while the office building was burning. This is mentioned to point out the promptness with which the TENNEY SERVICE management proceeded to handle the emergency.

The following morning the store was secured and by night the place had been thoroughly cleaned out, partitions put in, telephone connections made, wiring for lighting completed and everything made ready for the furniture which arrived from Boston the following day; so that by noon of the second day after the fire, the office was fully equipped and the clerks were at their desks attending to their duties.

OBITUARY

Haverhill Electric Co.

The third death among the employees of this Company within the past sixteen months, occurred when Pasquale De Fio was struck by an automobile while riding his bicycle near his home August 7th. He was knocked from his wheel by the automobile and crushed under the car. His neck and several ribs were broken. The owner of the machine made a desperate attempt to save his life by a dash to the hospital, but De Fio was pronounced dead by the doctors awaiting him there. He had been in the employ of the Haverhill Electric Company about seven years as an oiler at the power plant. He was well liked and very popular among his fellow employees. He was a native of Italy, 50 years of age, and leaves a wife and five children.

It is with deep regret that we hear of the death by drowning at Hampton Beach on August 7th of Arthur Weldon. He was very well known to all the employees, and especially to the office force. He appeared as end man with Mr. A. J. Harty in the minstrel show given by this company, and was well known for his histrionic talents.

SAFETY FIRST

Report of Accidents during August, 1914

IN presenting herewith an account of the accidents reported by the various companies during the month of August, it is hoped that a careful study of these accidents will lead to the exercise of more care in performing the functions of our daily work. In our desire, however, to minimize the number of accidents, it is most important that we do not depart from the rule of reporting every accident which occurs however trivial it may seem at the time. The welfare of both the individual and the company demand that this rule be strictly adhered to.

The following are the accidents reported during the month of August, 1914, by companies arranged in alphabetical order:

CONSOLIDATED LIGHTING COMPANY

August 1st, William Richards, (not an employee), was injured while nailing on roof covering on a small steel structure about 20 feet from the ground. Richards was partially resting on the ladder which was knocked from under him by a team, causing him to lose his balance and fall to the ground. His right leg was injured and he was generally shaken up by the fall.

FITCHBURG GAS & ELECTRIC LIGHT COMPANY

August 20th, Bernard Bask was working on a pole which was in a bad condition, causing it to break off. Bask fell to the ground, bruising his left side and was shaken up generally.

August 22nd, Alex Ardum while using clinkering bar wrenched the muscles of his right arm.

August 25th, Alex Ardum with another workman was washing up under the shower bath. As the workman started to go away his foot slipped on the wet floor and he fell on Ardum's right foot pushing it along on the floor, and breaking the skin on the ball of his foot.

August 25th, Steve Torki while working around the boiler caught his hand between bar and the boiler wall, splitting the forefinger of his left hand.

MALDEN ELECTRIC COMPANY

August 4th, Arthur W. Parker was riding in his automobile. A bull dog and a collie dog started to fight when the auto was across the street (five feet behind and 10 feet to the side) and when the machine was only two feet from them, they ran directly in front of it still fighting desperately. The collie dog received a cut in his side and the hind legs of the bull dog were hurt.

August 7th, Frederick H. Kenniston was injured while working on a motor which was on the floor. When he lifted his head he struck himself on a baling machine, receiving a cut over his left eyebrow.

August 29th, William D. Murphy was injured while grinding an axe. A spark from the emery wheel flew into his right eye.

MALDEN & MELROSE GAS LIGHT COMPANY

August 7th, Harry Spain was accidentally struck with an eight

pound sledge hammer, receiving a slight bruise on the left arm.

August 8th, Carlotino Notiangeli was injured while handling coal. The bottom of the coal car which he was working on opened, carrying him along with the coal. He was hit with a piece of coal, receiving a bruise on his forehead.

August 11th, Daniel Foley was injured while taking out old checker brick. A loose brick fell on his right foot from the door of the superheater and he received a slight bruise on his toes.

August 18th, John Sullivan was injured while carrying fire rings. Some of them slipped and in trying to catch them he got his finger jammed between two of them. The thumb on his left hand was bruised and caused it to swell considerably.

August 21st, Rodney Barnaby, (not an employee) was found dead sitting on the edge of the bed with three gas jets open on the chandelier. A tube was attached from one of these jets, nearly reaching the floor, which he probably had in his mouth. Gas was escaping from all three jets when the officers arrived.

August 24th, William D. Barber was injured while removing a meter. The 10" Stillson wrench which he was using slipped from the gas cock and struck him on the right cheek. He received a cut on the cheek and above the eye.

August 27th, Henry R. Cabot was injured while reading a meter. The meter being located in a very dark cellar, it was necessary to stand on something in order to reach the meter. When getting down from the box which he happened to be standing on, it slipped from under him and he fell to the floor. A nail on the box tore a hole in his right arm.

PEOPLES GAS & ELECTRIC COMPANY

August 7th, Leo Serow was injured while reading a meter. In an attempt to open the meter with a jackknife he cut his thumb at the top through the nail.

ROCKLAND LIGHT & POWER COMPANY

August 27th, Gustave Lorenz was injured while removing covering from duplex wire. His knife slipped and he received a severe cut about one inch long and three-quarters of an inch deep between the thumb and first finger of his left hand.

August 22nd, Charles Doersch, (employed by Telephone Co.) was killed while measuring the height of a pole. Doersch was on the ground taking the tape reading. After measuring the pole, the workman at the top of the pole dropped the tape toward the ground and in falling it came in contact with the electric wires, Doersch's body closing circuit between the ground and the tape line. This tape was a metallic tape.

SALEM ELECTRIC LIGHTING COMPANY

August 3rd, Benjamin Nimblett (not an employee), was injured while trimming trees. He came in contact with wires and fell to the ground, breaking his wrist and receiving a contusion over his right eye and possible internal injuries.

SPRINGFIELD GAS LIGHT COMPANY

August 3rd, Harry Wright was injured while driving a team when the horse reared, kicking him on the right leg. His leg was cut.

August 5th, Harry Lamberton was riding a bicycle and the pedal broke. He turned directly in front of an

automobile, but received no personal injuries.

August 6th, John Wilhelm was injured when lifting on retort with a bar and in doing so he strained his back.

August 15th, Joseph L. Gathron was injured while lifting a coke carrier, straining a ligament in his breast.

August 21st, Carl Kabudht was injured when lifting pipe with a pulley, the rope slipped dropping the pipe on his foot and cutting it.

August 21st, Louis Mongono was injured by a piece of brick falling and hitting him on the head. His head was slightly cut.

SUBURBAN GAS & ELECTRIC COMPANY

August 1st, Walter Freeman was injured while working on the top of a pole. The pole broke off at the butt, causing him to fall to the ground. He received bruises on his left hip and left side of face and was generally shaken up by the fall.

August 6th, Harry Dunderdale was injured while piping for a meter when he slipped and fell down a flight of stairs with a nipple box in his arms. He sprained two cords in the back of his left knee.

August 8th, Harry Tomkinson, Jr., was injured while installing a new meter. When the meter was connected and ready to start, the main switch was thrown and as soon as same made contact, the glass case of meter flew apart, cutting an artery on left arm between the elbow and wrist. Trouble was caused by a short circuit in meter.

August 8th, Edwin S. Price, (not an employee) was injured by a gas explosion. He smelled gas and opened the oven door of a Garland Range. On finding one of the burners out, he proceeded to light it. An investigation showed that the gas range was connected with a small flue pipe to the chimney. In this pipe was a damper which was tightly closed, thus shutting off all the air, and consequently causing a floating flame in the oven which evidently shut off the gas in one of the burners, causing an explosion. His hair and eyebrows were singed.

COMMTTEE ON ACCIDENT PREVENTION,
By Palmer York, Chairman

TENNEYGRAMS

CONSOLIDATED LIGHTING CO.

By James B. Ryan, Correspondent

We have added three 75 K W 13,000 2200 volt transformers to the three K W transformers now installed in the sub-station at Northfield. We have also run separate circuit to supply Cross Bros. Company's 50 H. P. motor for their granite sawing saws and will install about September 1st, synchronous motor to furnish them 100 to 125 H. P. in addition to their present load. This 50 H. P. motor is a 2300 volt machine but our construction department was forced to install it for the reason that local contractors knew nothing at all about handling 2000 volt motors, and the Cross Bros. Co. came to us after a delay of three weeks and told us their

troubles in having the wiring done. The material was ordered by telephone from Boston and within three days thereafter the motor was in operation.

On Wednesday, August the 19th we had Field Day at Inter-city Park at which 117 were present. The different athletic events were won by the following contestants:

75 yard dash, Lester Mace, (Consolidated), time 9 1-5 seconds.

Shot put, 12 pound shot, first, H. E. Stockwell, 37 ft. 5 in.; second, Mr. Brown, 35 f.t. 1 in.; third, R. M. Eagan, 34 ft, 9 in. (all Consolidated men.)

Running broad jump, Lester Mace, 16 ft. 2 in.

Sack race, H. E. Stockwell.

Potato race, H. E. Stockwell.

Three-legged race, Harry Hill and F. H. Tyler, (Consolidated.)

Ladies' ball throwing contest, Miss Drumgould, (Consolidated.)

Ball game, Consolidated vs. Traction Co. won by Consolidated team, score 15 to 9.

The Wm. B. Jones Co., at Williamstown, are proceeding with the erection of a new shed over the ruins of their former establishment and we have contracted for 50 H. P. motor to operate same. Considering the fact that this is the third shed on the same site, the two previous having been burned down, much praise is due the Jones Co. for their perseverence.

HAVERHILL ELECTRIC CO.

F. D. Facer, Correspondent

On Friday, August 21st., Haverhill was visited with one of the worst storms that the city has ever witnessed. For a period of ten minutes in the afternoon the sky was almost as black as night and the rain fell in such torrents as to stall the street cars and also the fire department which turned out to answer a call. Enormous damage was done to property and the landscape was pretty well mussed up.

However, one thing stands out prominently from the chaos and that is Tenney Service put to the test proved solid.

Superintendent Frank on whose shoulders fell the bulk of the work after the storm, gave me the following figures regarding the manner in which Tenney Service took care of its customers:

The storm abated at about 3.45 and at the same time the trouble calls began to come in. There was no let-up to them until after 10 p.m.; during this time it is estimated we took in 150 calls. There were in use from 3.30 until midnight 3 automobiles, 3 teams, 18 men. The calls were all cleaned up before midnight, save a few on the extreme edge of the city which were able to get along with other light for one night. The darkness was Stygian for about ten minutes and Mr. Frank tried to get the street lights turned on; it was deemed inadvisable however, as it takes ten minutes to get up speed enough for the magnitite arcs and the linemen were working on the Titanium circuits at the time.

Towards evening, Mr. Frank ordered eight dozen sandwiches from a nearby restaurant and two gallons of coffee. The men while taking in a new list of calls would take a sandwich in their hands and go out on the job eating as they went. It may be noted that but one transformer was lost during the day and no poles, neither were there any injuries.

Mr. Frank said he felt the men could not be too highly praised for their work. A remarkable coninciddence is that Mr. Frank's birthday fell on this day and he considers that they had some celebration.

The following article which appeared in the Haverhill Evening Gazett August 18th, speaks for itself:

"Charlie Rosengard says that the Haverhill Electric service is positively the finest ever, and that he is now assured against prosecution and persecution because of his building operations on River street.

Charlie commenced to build and under authority of a councilmanic permit, piled his building materials along the street. He had to keep lanterns burning at night but found that the lanterns were disappearing with such frequency that he was not only suffering their loss but that he was all the time liable to the police for failing to keep them on the lumber.

As a last resort, having counted up 11 lanterns which had been stolen, half a dozen notices from the police that the building material wasn't properly lighted, as well as several fears that he would be prosecuted, he appealed to Manager Frank Ball of the Electric Company, asking him what he could do about it.

The next time that Rosengard visited his building to see that his lights were placed he found that an arc had been dropped down over the lumber and that it was made safe against accidents as well as against thieves. Now he says that there is nothing like having a young fellow who knows his business, in charge of such service as the electric."

"En passant" as it were—we asked Tom Gammon if he knew of any news item that we could use. "No, nothing much" he said "we are just working." Well, said we, "that is news" so here it is.

There returned from Sebago Lake, Maine, recently, two bronzed, healthy looking men. It developed that Messrs. Bond and Haseltine had returned from a two weeks vacation. "Had a great time, Sebago is a fine place, etc. etc."

Someone asked "Did you do any fishing?" "Oh! yes lots" and then ensued a heavy pause. Where, Oh! where are the old time fish stories that always go with a lake vacation. There is however, a spark, as it were, of hope left. Mr. Murphy is at Lake Winnepesaukee on a two weeks vacation at the present writing. Doubtless he will have some of the old, old chestnuts to serve out when he returns.

Mr. Avery is spending a week at Lake Attitash but cannot pull off any rough stuff on his return, as the writer is passing the summer at the same lake and can keep tabs on all stories.

Walter Welch, night trouble man, is one of those fellows who never has enough. His job is to run an automobile all night, touring the light infested districts to catch what lights are napping. One would think that when morning came he would be very glad to step out of the automobile for 12 hours;—Not so Walter Welch! He has recently purchased a 5-passenger Cadillac in which to pass the days. "We like you Walter; what do you say about a ride some Sunday?"

Someone heard the following at the plant recently: "I suppose you call it the Electric Club because they serve such shocking meals! Hist! here comes the wagon-

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If Bill Bunce is reserved, is Jim Frank?

Misses Hurtubise and Prendergast have returned from their vacation and are showing the good effects of same by the manner in which they turn out all work that comes their way.

Fellow correspondents, let us make TENNEYGRAMS the most important part of Tenney Service. All together now!

SPRINGFIELD GAS LIGHT CO.

Lloyd Galbraith, Correspondent

A short while ago, when one of our local newspaper companies was in the midst of the process of publishing their Sunday edition, their supply of gas completely failed. A call was sent into our works and one of our complaint men was soon on the scene. The editors were inclined to be somewhat aggravated, but our men assured them that they would quickly find the trouble and apply the remedy. It was soon ascertained that the gas came to the meter and passed through it, but failed to continue through a governor attached near the meter. This governor placed at this position against our desire and advice had effected the entire system and caused a loss of about two hours to the entire plant. The governor has since been by-passed so that in case it causes further trouble the supply of gas will not be cut off. Our Industrial Department head is to go over the entire system to see if the lines are adequate to supply the appliances now in use and additional equipment which a prosperous company like the Springfield Union is certain to install.

The construction work on the new retorts is progressing very rapidly. Business men and every one in this section of the city will be pleased to see the work completed because the smoke and dirt from the old retort house is very disagreeable.

Our base ball team is still leading the Twilight League with eight games won and two lost. The United Electric Light Company is said to be shaping a team which will show us a bit of "sterling" base ball, when we meet in the final game of the season.

Mr. A. S. Danforth, Cashier, spent several weeks on an automobile trip in the White Mountains and the Berkshire Hills.

SUBURBAN GAS & ELECTRIC CO.

I. H. Sternberg, Correspondent

July was a banner month in the Gas Service Department, a total of 173 services being laid. Of this number 35 were old services, that is services laid from mains which were put in previous to 1914; 86 were services from mains laid this year, and 52 were services for a gas lighting system on the Revere Beach Boulevard.

Mr. Lessar, christened Sam, not Samuel, a valued member of the Gas Jobbing Department has defied old General Depression and enlisted in the ranks of the benedicts. Sam was married on August 8th last to Miss Ida Pearl, an estimable young lady of Everett, Mass. Mr. and Mrs. Lessar will live in Beachmont.

The possibility of being conscripted will keep Will Macaulay, Ernest Wood, Mac Embree and Ben Murray away from Nova Scotia where they had intended to go on their vacations. Military service doesn't appeal to any of them at present.

One would hardly think that a hand would replace and do the work of a leg, but such is the case in the garage, when Nathan Legg was assigned

to drive the line truck he was succeeded in the garage by Edward Hand.

A fact worth noting is that from 10 p.m. August 1st until 9 a.m. August 3rd, not a single trouble call of any nature was received either at the station, the plant office or the Beach street office. At that, the weather conditions were favorable to all kinds of trouble calls.

Walter Freeman, foreman of the Line Department had a miraculous escape from death from the top of a falling pole while running a temporary line at the Point of Pines, August 1st. He had climbed the pole and had just fastened his belt when, without the slightest warning the pole snapped at the ground. With remarkable presence of mind he loosened his belt and pushed himself clear. He fell a few feet from the pole and was apparently lifeless when Supt. Gardella and the other men reached him. An automobile was pressed into service as an ambulance and the unconscious man was rushed to the Lynn Hospital. After a superficial examination it was thought that Freeman had a broken hip and had received internal injuries, but fortunately this proved untrue. He had, however, received severe bruises and strains which necessitated his remaining at the hospital for a month. Although able to be around Mr. Freeman is still unable to do any work.

Comrade Charles F. Perry, our efficient storekeeper, notary public, justice of the peace, Chief of the Revere Veteran Firemen and secretary of half a dozen Fraternal Orders covered himself with glory and souvenirs as the host of the Poughkeepsie Veteran Firemen who made a pilgrimage to Revere the first week of this month. The visitors were entertained royally and this was due solely to the personal efforts and interest taken by Charles F.

The numbering of houses on some of the streets in the Italian district reminds one of a policy slip. Each owner numbers his house to suit his fancy. If he had happened to buy a secondhand front door with a number on it, that number is allowed to remain. The owner of the next house probably sees a bargain in nickeled plated numbers in a Five Cent store and picks out the sequence to make his lot number which he sticks on the front of his house, and if another man finds discarded plates or numbers they are not allowed to go to waste. The numbers taken consecutively on one side of a street off Revere street are as follows: 9, 150, 6, 24, 130, 14 and the other houses have no numbers as yet.

The beach season just closed has been the poorest financially since the Boulevard was built, and the proprietors of the amusement resorts and stands along the water front feel quite blue in consequence. The weather has been abominable, rarely two pleasant days in succession coming during the entire season.

"HANDLING THE KICKS"

By Benjamin A. Knowlton,
Malden Electric Company

WHEN a customer complains, he believes that the Company has committed a wrong which is an injustice to him; therefore, to obtain his just rights he inserts a so called "kick." In doing so he may be the cool, quiet but pointed kicker, or he may be just the opposite, namely—hot, indignant and very apt to say things about public service corporations which he does not mean and which must never be taken seriously.

In handling the former variety (which I consider the more difficult) the keynote is to get the customer's point of view, or in other words, put yourself in his shoes to see how it looks to him. Then from your own experience in such matters look from his standpoint through and beyond the obstruction, where he stops, and see the cause. This must be done out loud and in such a way that he can follow you to the cause; then the customer is satisfied.

It resembles a log jam in a river. The customer is the "green hand" who wants to learn and you are the experienced "River man" pointing out the way. He stands, figuratively speaking, above the dam and sees only a mixed up mass of logs groaning under the weight of the approaching expiration of the discount period. Here is where you go up to where he stands, lead him down behind the jam and show him the key log, which log pulled out breaks up the jam. You have been pulling alone in an open frank way but you have shown him that he did not understand and he goes away satisfied.

The handling of the indignant complainant requires a very different procedure. The keynote to satisfaction in this case is "Keep your patience." Hold your personal feeling down and absolutely out of sight but in a cool and good natured way keep after your point obstinately. Show a greater determination to convince him than that which he possesses to convince you, thus the customer will begin to see his own foolishness and will gradually come around from behind the blind and will have no difficulty in seeing your point. This kind of a kick resembles the runaway horse because he does not see where he is going, his main idea is simply to go as fast as he can. It is up to you to stop the runaway, but you must not use a gun or you will spoil a good horse. You have to take him gently but firmly by the head and gradually slow him down. Before he realizes what you are doing you have led him back to the stable.

Personally I have never broken a log jam or stopped a runaway horse, but from my experience with customers it seems to me that it is much easier to stop the horse than to break a log jam.

An Editorial from the Malden Evening News

NO CORPORATION or its men showed up to better advantage in that awful Salem disaster than the Salem Electric Co., which is a part of the North Shore Lighting Properties of which our gas and electric lighting companies here are a part. Tenney service was right on hand when the fire started and has been helping the people and doing things in a manner that shows a whole souled rather than a soulless corporation. Burned out of its magnificently equipped office, with hundreds of wires and poles down, with some of its own employees homeless and all kinds of trouble on its hands, the Tenney companies went in to help with money and willingness to work and better than all with well-trained efficiency. The best of their men were sent for from all their surrounding territory and they worked as only trained and experienced men can. When the firemen, the police and the militia, who can do the ordinary small things as they come along in routine, but who fail utterly when big things come up all despaired, the men of these much abused corporations, educated in the best of technical schools and schooled in the most strenuous practical experience took hold of things and were a Godsend to Salem. Their charity was done with no strings to it and there was no attempt to rescue the perishing with one hand and turn the switch on the spot-light with the other.

THE "TENNEY PROPERTIES"

MASSACHUSETTS

Malden Electric Company
Malden & Melrose Gas Light Company
Salem Electric Lighting Company
Haverhill Electric Company
Fitchburg Gas & Electric Light Co.
Suburban Gas & Electric Company, Revere and Winthrop
Springfield Gas Light Company
American Tar Company
North Boston Lighting Properties
Montpelier & Barre Light & Power Co.

NEW HAMPSHIRE

Exeter & Hampton Electric Co.
Exeter, Hampton & Amesbury Street Railway
Exeter Railway & Lighting Company
Concord Electric Company

VERMONT

Consolidated Lighting Company
Barre & Montpelier Traction & Power Co.
Corry-Deavitt-Frost Electric Co.
Molly's Falls Electric Light and Power Co.
Vermont Power & Lighting Co.

NEW YORK

People's Gas & Electric Company, Oswego
Rockland Light & Power Company

NEW JERSEY

Rockland Electric Company

CONNECTICUT

Bristol & Plainville Tramway Co.

CHARLES H. TENNEY & CO.

201 DEVONSHIRE STREET
BOSTON, MASS.